

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:581
ANSWERED ON:19.07.2017
Corruption in Tatkal Reservation
Diwakar Shri Rajesh Kumar

Will the Minister of RAILWAYS be pleased to state:

- (a) whether problems are persisting in getting Tatkal reservation in spite of improvements and safeguards to a large extent and there is much scope for its misuse and deceitful use by agents/touts and if so, the details thereof;
- (b) whether it becomes difficult for genuine passengers to use booking website due to seeking reservation through website by a large number of persons at ten o'clock in the morning which is the prescribed time for opening of Tatkal reservation and if so, the details thereof;
- (c) whether it is a fact that touts/agents provide Tatkal tickets at a premium rate than the fixed one; and
- (d) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) to (d) : A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO.581 BY SHRI RAJESH KUMAR DIWAKAR TO BE ANSWERED IN LOK SABHA ON 19.07.2017 REGARDING CORRUPTION IN TATKAL RESERVATION.

(a) to (d) : On Indian Railways reserved accommodation including Tatkal accommodation can be booked through computerised Passenger Reservation System (PRS) on first come first served basis. During peak rush periods/days when demand outstrips the availability, reserved accommodation especially in higher classes and on popular routes gets exhausted within short duration of opening of reservation. However, during lean periods, on non-popular and lower classes, the accommodation remains available for longer duration. The phenomenon is more relevant for Tatkal where limited accommodation is earmarked. This happens as the available limited accommodation is accessed simultaneously through more than 10,000 counters at 3400 computerised Passenger Reservation Centers as well as through internet.

In addition, some instances of inconvenience caused to the passengers while booking tatkal tickets also come to notice due to transaction failure while booking or while making the payment through internet. Transactions failures generally occur due to network problem on the users part or on account of payment gateway. As far as server of Indian Railway Catering and Tourism Corporation(IRCTC) is concerned, it has the capacity of 15000 bookings per minute which is sufficient to handle the present load. Some instances of unscrupulous elements involved in malpractices in selling of reserved tickets including tatkal tickets are also reported and action is initiated whenever such cases come to notice in Indian Railways.

To avoid misuse of Tatkal Scheme there are some inbuilt features in Tatkal scheme which includes provision of not granting refund on cancellation of confirmed Tatkal tickets except in case of certain special circumstances indicated in the scheme, not allowing any modification of Tatkal ticket, etc. Some additional steps have also been taken to facilitate the passengers and to avoid the misuse, some of which are:-

- i. Staggering of the timings of reservation under Tatkal scheme.
- ii. Captcha implementation in Registration, Login and Booking page to check fraudulent booking through automation software.
- iii. Imposition of minimum time limit before proceeding for payment gateway as well as after making payment while booking tickets through internet.
- iv. Making OTP(one time password) compulsory for all net Banking Payment options.
- v. Installation of five new Itanium servers to enhance the ticketing capacity.
- vi. Disabling authorised agents to book Tatkal tickets during first half an hour of opening of reservation.

To keep a check on the activities of touts, preventive as well as regular checks are conducted jointly/individually by Vigilance, Security and Commercial Departments, and the action against the culprits is taken as per provisions of Section 143 of Railway Act, 1989.
